**Shon Perkins**

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**Summary**

* Extensive experience within effectively diagnosing electronics and computing systems problems.
* 8 years supporting enterprise phone systems.
* 8 years managing vendors and budgets for IT.
* Helped plan and execute an expansion doubling Windstar Cruises Ship Fleet.
* Created processes and documentation to improve multiple IT departments.
* Designed and implemented a DFS share greatly improving global communication, documentation and productivity multiple companies.
* Extensive experience with Servers and Networks
* Skilled in using information to understand customers' circumstances, problems, expectations, and needs.
* Extensive knowledge of techniques to help identify a customer's organization, capabilities, practices, support resources, preferences, problems, and other constraints in order to provide effective product support and technical issue resolution.
* Specialized ability in the use of personal and network computing hardware and software to maintain and direct project information.
* Extensive ability in constructing/building and providing reports and presentation material as needed for assigned projects.
* Skilled in performing appropriate tests to identify and solve problems encountered on the job.

**Technical Skills**

**Systems**: Windows (7, 8.2, 10), Office (2010, 2013, 2016, 365) Mac

**Servers**: Windows Server (2002, 2008, 2012, 2016, 2019), SharePoint 2013, Exchange

**Virtualization**: VMWare

**Networking**: Cisco VPN, Backup exec 2012, 2014, 2015, Active Directory, Group Policy, Network File Services, DHCP, DNS, SQL

**Scripting**: PowerShell

**Help Desk**: Ticketing Systems, Remote Desktop/Remote Access, and DFS File share

**Software/Tools**: Fidelio, Resco (reservation system), AMS, ShoreTel Communicator, Cisco and Mitel phone systems, Skype business phone system, Comcast business phone system. Amos and MXP (ship regulatory software)

**Professional Experience**

**Help Desk Systems Administrator 2017 – 2020**

**The Partners Group** (Bellevue, WA)

* Manage IT ordering and budget for IT equipment at Bellevue location.
* Plan and Manage IT projects.
* Escalation point for Level 1 and 2 support techs.
* Manage and maintain servers for multiple clients.
* Manage and maintain phone systems for multiple clients.
* Manage and maintain VM network, O365 administration, AD administration.
* Build out processes using PowerShell.
* Create all IT documentation, processes and procedures for helpdesk team.
* Manage ticket system that supports dozens of clients.
* Point of contact for department heads for IT project support.

**System Administrator/Team Lead 2013 – 2017**

**Windstar Cruises** (Seattle, WA)

* Manage a 1.5 million dollar IT budget.
* Plan and Manage yearly IT projects.
* In charge of overseeing the enterprise Phone System supporting 150+ employees as well as the Call Center and 6 yacht’s.
* Performs data backup and disaster recovery.
* Oversees computer networks and related computing environments (computer hardware, systems software, applications software, and all configurations).
* PCI compliments office for Windstar Cruises.
* Plans, coordinates, and implements network security measures.
* Supports corporate network to include configuration and management of VPN, Firewalls, and switches.
* Provides project support including planning and implementation of IT servers and software.
* Oversees IT infrastructure including desktop software, Server systems, and network connectivity.
* Build, deploy and maintain new servers both physical and VM servers
* Maintain and troubleshoot network systems for main Seattle office and 6 cruises Yacht’s.
* Trains new support staff on day to day operations.

**Technical Customer Service 2012 – 2013**

**Globys** (Seattle, WA)

* Provided support service, proactively diagnosing problems.
* Ensured appropriate training was provided, for 26 support teams, utilizing a custom database system.
* Ensured all paperwork and computer data were completed accurately.
* Followed oral/written instructions provided by support staff and supervisors.
* Trained and mentored new support staff on daily operations.
* Proactively coordinated with others in resolving complicated technical and support services issues.
* Investigated and implementing effective solutions to problems.

**Lead PC Technician 2011 – 2012**

**Flextronics / Microsoft** (Bellevue, WA)

* Effectively diagnosed, repaired, and modified store computer systems and operational instruments.
* Led the Tech Room, which included backing up data, virus removals, OS installs, fixing OS issues, PC tune ups, boot Camping, and installing Parallels on Mac’s.
* Proficiently ordered all necessary parts.
* Managed detailed databases.
* Resolved computer problems during community events.
* Performed data recovery for customers.

**Customer Care Assistant 2010 – 2011**

**ACS** (Federal Way, WA)

* Handled the troubleshooting of cell phones and wireless internet devices for Verizon wireless over the phone.
* Effectively trained and mentored new support staff on day to day operations.

**Computer Field Technician / Laptop Center Technician 2005 – 2009**

**Unisys / Boeing** (Renton, WA)

* Held responsibility for fixing software and hardware issue on laptops and desktops (reinstalling images, restoring and backing up data, removing viruses, replacing hardware components).
* Acted as the Lead for the Laptop Center in Renton, WA.
* Ensured all paperwork and computer data, detailing work progress at the support center, was completed accurately.
* Tested, repaired, modified, and installed various types of computer/electronic systems.

**Education**

**Information Technology 2002 – 2004**

Business Career Training Institute (Tacoma, WA)

**Computer Technology 2000 – 2001**

SeaTac Occupational Skills Center (Tacoma, WA)